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NEWS RELEASE

Date: August 28, 2003
For immediate release

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Idaho Department of Labor Recognized by National Award for Using Technology to Serve Customers

Seattle - The National Association of State Workforce Agencies (NASWA) and the U.S. Department of Labor will honor the Idaho Department of Labor as a recipient of one of the 2003 National Customer Service Awards at the NASWA National Conference next week. The Idaho Department of Labor will receive a **Compass Award: Leading Tools and Technology**, for the development of *IdahoWorks*, a comprehensive Internet system to effectively deliver employment and training services to its customers.

IdahoWorks uses Internet-based technology and delivers services over both the Internet and through the Department's customer computers located in its 24 Job Service offices across the State. *IdahoWorks* provides labor-exchange services that match job seekers with job openings, labor market information, and training services for dislocated and disadvantaged workers. The system allows workers to electronically file unemployment insurance claims and businesses to file Internet unemployment insurance taxes.

"*IdahoWorks* has revolutionized the operation of the Idaho department of Labor. It has increased the ease of use for workers to register for work, scan available jobs, file an unemployment insurance claim, and access an extensive array of labor market information to make good career decisions. It has enhanced our business customers' ability to find the right person for their job opening, make better human resource decisions, and pay their taxes more easily. It has increased our staff's effectiveness in helping our customers by having a standardized program across our various employment and training programs," stated Roger Madsen, Director of the Department.

Madsen added, "*IdahoWorks* is also a major e-government initiative. It houses the State government's human resource system, including online State job announcements, online applications, online testing, and online hiring registers for State agencies."

The Compass Award recognizes an outstanding contribution to the development of new delivery methods for employment agency services; increasing access to information for customers; improved efficiencies for service delivery; time-saving automation; or other tools that improve customer services.

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